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MILITARY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION

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Enhanced 911 Wireline Operations Contract Policy

Effective July 1, 2004

Purpose The purpose of this document is to delineate eligibility policies and procedures for state funding of county wireline Enhanced 911 (E911) operations. It is promulgated pursuant to state laws listed below.

References Chapters 38.52 and 82.14.B, Revised Code of Washington (RCW)
Chapter 118-66, Washington Administrative Code (WAC)

Applicability This policy applies to:

- The state E911 Coordinator as he or she determines funding allocations to eligible counties;
- Counties requesting financial assistance to operate E911; and,
- Wireline operations contracts with a beginning date of July 1, 2004.

This policy supercedes all previous *Wireline Implementation and Operations Contract Policies* and remains in effect until superceded.

General Eligibility Criteria

- Only counties that have implemented and continuously collect a county 50 cents per subscriber line wireline E911 excise taxed are eligible for operational assistance.
- State assistance is available only to the extent that E911 expenses eligible under WAC 118-66 exceed county E911 wireline excise tax revenues during the contract period.
- The county 911 system must be completely enhanced for wireline 911 service.
- Funding is for primary Public Safety Answering Point (PSAP) only, unless otherwise specified in the policy.
- Wireline and wireless funds are to be split 60/40 as determined through the Call Volume Report.

Local Tax Revenue The County must estimate the local 50 cents per wireline subscriber in order for their E911 excise tax figures to be included in the county application. Include only revenues from county taxes on the appropriate application.

Contract Beginning Date	The beginning date of the proposed contract is July 1, 2004.
Deadline	Applications for operations financial assistance from the state for the next Washington state fiscal year must be received at the state office no later than April 9 at 5 p.m. Applications received after that date will be considered at a lower priority for funding (<i>and may not receive state funding</i>) than those county applications received by the posted deadline.
Definitions	<p>E911 (E911) System For the purposes of this policy, the E911 system is defined as Statewide Dialing, Basic Service, and Capital Items. The E911 system enables the public to report emergencies to a PSAP and includes selective routing and Automatic Number Identification/Automatic Location Identification (ANI/ALI) equipment and systems. The E911 system does not include equipment or networks used for communications between a PSAP and any other non-PSAP entity (<i>dispatch centers, public safety agencies, officers, units, or personnel</i>) and only includes network charges for backup PSAPs.</p> <p>Primary PSAP The location (<i>limited to one per county</i>) to which 911 calls originating in a given area are initially routed automatically.</p> <p>Backup PSAP The alternate location to which 911 calls originating in a given area are routed when the primary PSAP is non-operational or is otherwise unavailable.</p> <p>Warrant Number The warrant number is the unique number used by the county to document costs. This could be a warrant number, a voucher number, a check number, or an expensing Journal Voucher number if the number is unique to the expense documented.</p>
Priorities	<p>State financial assistance for the operation of E911, consistent with fund availability and legislated expenditure authority, shall be made available for reimbursement of WAC-eligible expenses supporting (<i>in ranked priority</i>):</p> <ul style="list-style-type: none">• Statewide Dialing;• Basic Service; and,• Capital Equipment.
Eligible Items	Reimbursement will be made, consistent with funds availability, only for items identified in WAC 118-66. (<i>See the attached reimbursement schedules for primary and backup PSAP</i>). Items listed in the attached schedules are in order of priority for funding. Items at the top of the list will be funded first, followed in order by the remainder until all items are funded or the available funding is exhausted. Items will be funded at 100 percent of requested amount, subject to reimbursement limits set in policy and WAC limitations. Items will not be pro-rated to stretch sufficient funding through eligible items.

Eligible Items
(continued)

The cost of leasing E911 equipment is an eligible expense if it has been determined to be reasonable, prudent and has approval of the State 911 Coordinator. In no case should an agreement to reimburse lease costs be taken other than as a current agreement based on current funding availability.

Ineligible Items

Notwithstanding criteria used heretofore (e.g., during the implementation phase), expenses not directly associated with the operation of the E911 system are not eligible for state financial assistance for E911 operations. These include but are not necessarily limited to:

- Expenses associated with the deconsolidation of a PSAP and/or public safety dispatch functions
- Purchase, maintenance, or replacement of radio systems
- Facility remodeling costs
- Insurance
- Supplies or incidentals (e.g., tapes, batteries)
- Public education costs
- Building maintenance and utilities
- Security system and key costs
- Weather station or information costs
- Americans with Disabilities Act facility upgrade costs
- Call receiver workstation furniture or consoles
- 911 and other administrative phone lines
- Travel costs *(except for those costs associated with training for call receivers, MSAG Coordinators travel to the Coordinator Forums, and 911 Coordinators travel for training, forums and Advisory Committee meetings as outlined in sections S15.0, S16.0, and B5.0 For more details, see the Training Policy).*

Division of Expenses

This program reimburses counties for eligible items that have already been paid by the county. Therefore, counties must submit documentation of costs to the state office to receive reimbursement. The documentation will include warrant numbers documenting costs incurred for the county portion as well as the state reimbursement.

In the preparation of operations contracts, the state office will assign expenses to either the “*County Share*” (i.e., costs to be borne by the county) or the “*State Share*” (i.e., costs to be reimbursed by the state under the terms of the contract). Because the program requires that state funds supplement the full expenditure of the County share, state staff will assign items to the County Share column in priority order. Once local county funds have been exhausted, state funds will be assigned to items based on priority within the policy.

Elements identified in this policy that are common with the wireless 911 system will be funded on a pro-rated basis between wireline and wireless funding sources. The State 911 Coordinator will set prior to the beginning of the contract year the funding ratios, but no later than March 1.

Division of Expenses (continued)	<p>Unless otherwise specified, reimbursement will be limited to reasonable and prudent expenses.</p> <p>Equipment purchases must follow state and county procurement policies and be approved by the State 911 Coordinator prior to purchasing the equipment. Counties are responsible for adherence to state and local purchasing regulations.</p> <p>Counties that have not entered into agreements (<i>through bidding process/contract/purchase order/etc.</i>) to purchase equipment by Jan. 15, 2005 will have the amount funded for equipment purchase reduced from the contract amount by the State 911 Coordinator.</p> <p>Counties that have not funded training for call receivers or 911 Coordinators by March 1 of the current contract period will have the funds reduced from the contract amount by the State 911 Coordinator.</p>
Documentation	<p>The County must supply documentation of the <i>county</i> expenses (<i>county requirement</i>), which includes date paid, vendor, warrant number and warrant total.</p> <p>The County must supply the same documentation (<i>month paid, vendor, and warrant number</i>) for expenses submitted for reimbursement (<i>State Reimbursable</i>).</p> <p>The county must supply a copy of the bill and any other documentation if requested by the state office.</p>
Application Assistance	<p>The state office is available to provide help to counties wishing to apply for operations financial assistance. Call the E911 Financial Manager at 253.512.7018 or the Customer Support Supervisor at 253.512.7014 if you have questions or desire assistance in the completion of the attached application.</p>

APPROVED:



Robert Oenning
State 911 Coordinator

25 June 04
Date

Attachment 1: Reimbursement Schedules Statewide Dialing – Priority 1

Item	Reimbursement
S1.0 Switching Office Enabling	Tariffed charges for the Switching Office (<i>commonly referred to as the Central Office</i>) to recognize and accept the digits 9-1-1 for primary and backup PSAPs. (Wireline specific cost).
S2.0 Selective Routing	Tariffed charge that allows the 911 call to be routed to a pre-designated PSAP. Wireless and wireline cost (Common Element). <i>Split 40/60 with wireline S2.0 Selective Routing.</i>
S3.0 Phase I Interface with the Selective Router	<i>LEC interface costs are paid by the state office. This is a wireless specific cost.</i>
S4.0 911 Voice Network	Tariffed charges for switching systems and circuits, which provide the connection between the switching office and the PSAP, for ease of documentation, included in switching office enabling. (Wireline specific cost).
S5.0 Phase I 911 Voice Network	Tariffed charges of the dedicated 911 trunks between the Selective Router and the PSAP. Combined with S1.0 Selective Routing. Wireless and wireline cost. (Common Element)
S6.0 Automatic Number Identification (ANI)	100 percent (primary PSAP) tariffed charge of the E911 system that allows for the automatic display of the telephone number used to place a 911 call included in switching office enabling. (Wireline specific cost).
S7.0 Phase I Interface to the ALI Database	Tariffed charge of the physical connection of Phase I ALI Data Circuits from a Service Control Point (SCP) or Selective Router to the ALI Database, and the ALI feature enabling of the Circuits. (Wireless specific LEC) <i>LEC Interface cost currently paid by the State Office.</i>
S8.0 Phase I ALI Database	A computer database used to update the Mobile Directory Number (MDN) information of customer and Cell Site Address and Cell Sector Information. This is a wireless specific cost and is not paid by the PSAP. <i>LEC Interface cost currently paid by the State Office.</i>
S9.0 ANI/ALI Contollers	ANI/ALI Contollers and necessary interfaces to send data to other PSAP equipment. Purchase must be reasonable, prudent, and receive written approval from the State 911 Coordinator. Maintenance is limited to 10 percent of the original eligible purchase price per year. Wireless and wireline cost. (Common Element). <i>Usually part of the Phone System.</i>

Item	Reimbursement Rate
S10.0 Phase III CAD System Upgrades Maintenance <i>(Implementation Cost Operations is just Maintenance)</i>	<p>ZERO COSTS ELIGIBLE AFTER IMPLEMENTATION FY 04.</p> <p>The upgrades to the PSAP CAD system necessary to interpret the Phase III ALI DataStream or to provide output to display Phase III location. This is a wireless specific cost. Must be reasonable, prudent, and receive prior approval from the state office.</p>
S11.0 Telephone System	<p>Telephone system compatible with E911, only the portion used to answer 911 calls. Purchase must be reasonable, prudent, and receive written approval from the State 911 Coordinator. Maintenance is limited to 10 percent of the original eligible purchase price per year. Wireless and wireline cost (Common Element).</p>
S12.0 ANI/ALI Display Equipment	<p>The equipment at the PSAP call answering position necessary for the display of ANI and/or ALI. Must be reasonable, prudent, and receive written approval from the 911 State Coordinator prior to purchasing the equipment. Maintenance not to exceed 10 percent of the original eligible purchase price of the equipment per year. Wireless and wireline cost (Common Element). Usually part of the Phone System.</p>
S13.0 PSAP Mapping Maintenance	<p>Maintenance on the system capable of converting Phase III latitude and longitude (and, if available, altitude) to a map display at the 911 call-receiving position in the PSAP. Can be used for either maintenance agreements with vendors, time and materials, or as salaries for internal employee to maintain. This is a wireless specific cost. Maintenance is not to exceed 10 percent of the original eligible purchase price of the equipment per year. <i>(Wireless specific cost)</i></p>
S14.0 ALI/DMS Service	<p>Tariffed charges for a system of manual procedures and computer programs used to create, store, and update the data required for automatic location identification (ALI) in support of E911. <i>(Wireline specific cost)</i></p>
S15.0 County E911 Coordinator Duties	<p>Each contract period the Board of County Commissioners shall designate one person to be the County E911 Coordinator. Up to \$46,215 in salary and benefits for this person <i>(excluding L&I costs)</i>. Coordinator must attend 50 percent of the monthly state E911 Advisory Committee meetings and all of the Coordinator Forums. <i>(See contract for schedule.)</i> Excused absences must be pre-approved by the Customer Support Supervisor and will be granted on a case-by-case basis. Training for the County E911 Coordinator not to exceed \$3,000 per year. <i>(For details, see Training Policy.)</i></p> <p>Reimbursement for Coordinator Forums and Advisory Committee meetings are for actual expenses incurred. The state office will use historical data to determine this dollar amount. Total amount for salary, benefits, and training not to exceed \$49,215 per year. Wireless and wireline cost (Common Element)</p>

Item	Reimbursement Rate
S16.0 Master Street Address Guide (MSAG) Coordination and Maintenance	<p>The actual, documented labor costs (<i>salaries and benefits excluding L&I costs</i>) for maintaining a database in a Master Street Address Guide associated with each Cell Sector that provides Cell Site and Cell Sector identification, address, coverage information, service provider name, and PSAP of the Cell Sector for automatic display at the PSAP when a wireless 911 call is processed by that Cell Sector. Salary and benefits not to exceed \$30,810 per year.</p> <p>MSAG Coordinator must attend all the Coordinator Forums (<i>See contract for schedule</i>). Excused absences must be pre-approved by the Customer Support Supervisor and will be granted on a case-by-case basis. Reimbursement for Coordinator Forums is for actual expenses. The state office will use historical data to determine this dollar amount. Total amount for salary and benefits not to exceed \$30,810 per year.</p>
S17.1 Mapping Administration	Must be reasonable, prudent, and approved by the state E911 office. If it includes staff time, it would include the actual, task-specific, documented labor costs (<i>salaries and benefits excluding L&I costs</i>) for the mapping administration. Limited to \$30,000 per year. (<i>Wireless Specific cost</i>)
S17.2 E911 Mapping Administration	Must be reasonable, prudent, and approved by the state E911 office. This is for hardware and software only. Limited to \$5,000. Wireline Specific cost
S18.0 TDD/TTY and Maintenance of TDD/TTY	Purchase price not to exceed \$1,000 per position, but not eligible if included in telephone system. Maintenance not to exceed 10 percent of the original purchase price of the equipment per year. Wireless and wireline cost (Common Element). <i>Usually part of the Phone System.</i>
S19.1 Traffic Studies between the Switching Office and the Selective Router	911 call studies performed by a telecommunications' provider between the Switching Office and the Selective Router. (<i>Wireless specific cost.</i>)
S19.2 Traffic Studies between the Switching Office and the Selective Router	911 call studies performed by a telecommunications provider between the Switching Office and the Selective Router. (Wireline specific cost)
S20.0 Traffic Studies between the Selective Router and the PSAP	911 call studies performed by a telecommunications provider between the Selective Router and the PSAP. Wireless and wireline cost. (Common Element).

Basic Service – Priority 2

Item	Reimbursement Rate
B1.0 911 Call Receiver Salaries and Benefits	Up to \$130,429 in salary and benefits (<i>excluding L&I costs</i>) for employees whose primary function is to answer 911 calls. This figure is based upon 5.5 Full Time Equivalents (<i>FTEs</i>) required to operate a call station. Cost reimbursement can include part-time as well as full-time Call Receiver and can include more than 5.5 Call Receivers. Wireless and wireline cost (Common Element)
B2.0 Un-interruptible Power Supply (UPS) and Maintenance	A system designed to provide power, without delay or electrical transients, during a period when the normal power supply is incapable of performing acceptably. Only for PSAP-enhanced equipment and must provide a minimum of 30 minutes of operations. Maintenance not to exceed 10 percent of the purchase price of the equipment per year. Wireless and wireline cost (Common Element)
B3.0 Night Service	A feature that forwards all 911 calls routed to a designated PSAP to an alternate directory number pre-assigned for that PSAP. The alternate directory number may be associated with another PSAP or other alternate destination. Wireless and wireline cost (Common Element)
B 4.0 Route Diversity between Selective Router and PSAP	A method of assuring continuity of service by using multiple transmission routes to deliver a particular service between two points on a network. Tariffed charges for non-recurring and recurring charges for primary PSAP only. Wireless and wireline cost (Common Element).
B5.0 Call Receiver Training	Not to exceed \$2,000 per year for each Call Receiver at the primary PSAP. (<i>For details, see Training Policy</i>). Wireless and wireline cost (Common Element)
B6.0 Language Line Charges	Language interpreter services for 911 calls. Actual Costs will be reimbursed. Wireless and wireline cost (Common Element)
B7.0 Instant Call Check Equipment and maintenance	Equipment which records 911 call conversations for immediate playback on demand. One per 911 call-receiving position, telephone only (<i>i.e., not radio</i>). Maintenance not to exceed 10 percent of the original eligible purchase price. Wireless and wireline cost (Common Element)
B8.0 Mapping Display	Equipment capable of displaying 911 call locations on a map. Must be reasonable, prudent, and must receive prior to purchasing written approval from the 911 State Coordinator. Wireless and wireline cost (Common Element)

Item	Reimbursement Rate
B9.0 911 Management Information Systems (MIS)	Equipment that collects, stores, and compiles 911 call data into reports and statistics. Must be reasonable, prudent, and receive prior to purchasing the equipment written approval from the 911 State Coordinator. Wireless and wireline cost (Common Element)
B10.0 Call Detail Recorder and/or Printer and Maintenance	Equipment used to store, record, and/or print ANI/ALI information for 911 calls. Must be reasonable, prudent, and receive prior to purchasing the equipment written approval from the 911 State Coordinator. Maintenance not to exceed 10 percent of the original eligible purchase price. Wireless and wireline cost (Common Element)
B11.0 Headsets for 911 Call receivers	One per Call receiver, per year. Wireless and wireline cost (Common Element)
B12.0 Costs associated with Destruction of E911 Records	Not to exceed \$500 per year. Wireless and wireline cost (Common Element)
B13.0 911 Coordinator Electronic Mail (e-mail)	Not to exceed \$500 per year. Wireless and wireline cost (Common Element)

Capital Items – Priority 3

Item	Reimbursement Rate
C1.0 Logging Recorder for 911 calls and Maintenance	A device capable of time stamping, recording, and replaying 911 call conversations. The intent is to pay 50 percent of the costs associated with the purchase of the logging recorder. Not to exceed \$25,000. Must be reasonable, prudent, applicable to 911, and receive prior to purchasing the equipment written approval from the 911 State Coordinator. Maintenance not to exceed 10 percent of the original eligible purchase percentage price. Wireless and wireline cost (Common Element)
C2.0 Computer-Aided Dispatch (CAD) System Hardware and Software	Equipment capable receiving and disseminating detailed information related to emergency services, call receiving, and dispatching. Must be reasonable, prudent, applicable to 911, and receive prior to purchasing the equipment written approval from the 911 State Coordinator. Maintenance not to exceed 10 percent of the original eligible purchase price of the equipment per year. Maintenance includes maintenance on the equipment and upgrades to the software. Wireless and wireline cost (Common Element)

Item	Reimbursement Rate
C3.0 Auxiliary Generator to Support 911 Emergency Telephone Service for Backup and Maintenance	Not to exceed \$40,000. Must be pro-rated if shared with non-PSAP organizations. Must be reasonable, prudent, applicable to 911, and receive prior to purchasing the equipment written approval from the 911 State Coordinator. Maintenance not to exceed 10 percent of the original eligible purchase price. Wireless and wireline cost (Common Element)
C4.0 Clock Synchronizer, Maintenance	Not to exceed \$5,000. Maintenance not to exceed 10 percent of the original eligible purchase price. Wireless and wireline cost (Common Element) <i>(Dollar limit examined by the E911 Policy Review Committee – 1/04)</i>